

SCHOOL COMMUNITY

Managing Aggressive or Abusive Behaviour

Safe, respectful communication and proportionate action



2026–2028

Approval and Review

Item	Details
School	Great Leighs Primary School
Policy Title	Managing Unacceptable, Aggressive and Abusive Behaviour by Parents, Carers and Visitors
Responsible Person	Headteacher
Approved By	Governing Body
Review Date	September 2026
Next Review	September 2028

1. Purpose

Great Leighs Primary School believes that positive relationships between home and school are fundamental to ensuring the best outcomes for children.

The vast majority of parents, carers and visitors support the school and work constructively with staff. We value these relationships highly and recognise the importance of open communication and partnership working.

However, there are occasions when the behaviour of a small minority of adults falls below the standards expected within our school community. This policy sets out the school's expectations regarding respectful conduct and the action that may be taken where behaviour is unacceptable.

The Governing Body and Headteacher are committed to ensuring that all staff, governors, volunteers, pupils and visitors can work and learn in an environment that is safe, respectful and free from intimidation, harassment, abuse or violence.

2. Statement of Principles

At Great Leighs Primary School:

- Every member of the school community has the right to feel safe.
- Staff have the right to carry out their duties without fear of intimidation, harassment or abuse.
- Parents have the right to raise concerns and seek clarification about school matters.

- Concerns should be addressed through respectful and appropriate channels.
- Children should never be exposed to conflict between adults.
- The wellbeing, safety and protection of pupils will always be our primary consideration.

While the school welcomes feedback and constructive challenge, there is no circumstance in which aggressive, threatening, abusive or violent behaviour towards staff, pupils, governors, volunteers or visitors will be accepted.

3. Zero Tolerance Statement

Great Leighs Primary School operates a zero-tolerance approach towards:

- Verbal abuse.
- Threatening behaviour.
- Intimidation.
- Harassment.
- Discriminatory language or behaviour.
- Aggressive conduct.
- Physical violence.
- Damage to property.
- Abuse through email, text messages or letters.
- Abuse through social media platforms.
- Recording meetings or conversations without permission.
- Conduct that causes staff, pupils or visitors to feel unsafe.

Any such behaviour may result in:

- Meetings being ended immediately.
- Telephone calls being terminated.
- Individuals being asked to leave the school site.
- Formal warning letters.
- Restricted communication arrangements.
- Banning from school premises.
- Police involvement.
- Legal action where appropriate.

The school will always prioritise the safety and wellbeing of pupils and staff.

4. Expected Standards of Behaviour

Parents, carers and visitors are expected to:

- Treat all staff, pupils, governors, volunteers and visitors with courtesy and respect.
- Communicate in a calm and respectful manner.
- Follow school procedures when raising concerns or complaints.
- Respect professional decisions whilst utilising appropriate routes for review or appeal.
- Support the school's values and ethos.
- Help maintain a positive environment for all children.

Visitors must not behave in a manner that causes fear, alarm, distress or disruption to others.

5. Raising Concerns Appropriately

Great Leighs Primary School values open and constructive communication with parents and carers. We recognise that parents may from time to time have concerns, questions or disagreements regarding decisions made by the school.

We are committed to listening to concerns and resolving them fairly, professionally and respectfully. However, concerns must be raised through appropriate channels and in an appropriate manner.

Parents and carers should not:

- Challenge or confront staff in front of pupils.
- Criticise members of staff publicly.
- Raise complaints on the playground, at the school gate or in communal areas.
- Attempt to discuss complex or sensitive matters during morning drop-off or afternoon collection times.
- Approach staff whilst they are supervising children.
- Engage staff in heated discussions where children or other families may overhear.
- Use social media as a means of pursuing concerns or complaints.

Children should never be exposed to conflict between adults. Public disagreement between parents and school staff can be upsetting and confusing for children and may undermine their confidence in the adults who care for them.

Where a parent or carer has a concern, they should:

- Contact the school office to request an appointment.
- Arrange to speak with the relevant member of staff at a mutually convenient time.
- Follow the school's Complaints Policy where appropriate.
- Allow the school an opportunity to investigate concerns before conclusions are reached.
- Communicate calmly and respectfully throughout the process.

The school is far more likely to resolve concerns successfully when discussions take place privately, professionally and with mutual respect.

Any parent or visitor who chooses to confront staff publicly, particularly in front of children, may be reminded of this policy and asked to arrange a formal meeting instead.

6. Examples of Unacceptable Behaviour

The following behaviours are considered serious and unacceptable:

Verbal Abuse

- Swearing.
- Insulting language.
- Personal attacks.
- Derogatory comments.
- Shouting at staff.

Intimidation

- Standing excessively close to staff.
- Blocking exits.
- Finger pointing.
- Aggressive gestures.
- Threatening body language.

- Threats of violence.
- Threats against staff members.
- Threats to reputation.
- Threats made directly or indirectly.
- Attempts to coerce or intimidate staff.

Physical Aggression

- Pushing.
- Grabbing.
- Spitting.
- Throwing objects.
- Physical assault.
- Damage to school or personal property.

Written or Online Abuse

- Aggressive emails.
- Threatening letters.
- Offensive text messages.
- Abusive social media posts.
- Publication of false or defamatory statements.

Unauthorised Recording

The recording of meetings or conversations without the knowledge and agreement of all parties is not permitted and may result in meetings being terminated and alternative communication arrangements being imposed.

Many of these examples are already identified as unacceptable behaviour within the current school policy.

7. Social Media Conduct

Parents and carers are expected to use social media responsibly.

The school will not tolerate:

- Abusive comments about staff.
- Personal attacks on members of the school community.
- Publication of confidential information.
- False allegations against staff.
- Content intended to harass, intimidate or cause distress.

Where online behaviour is deemed inappropriate, the school may:

- Contact the individual directly.
 - Restrict communication arrangements.
 - Report content to the relevant provider.
 - Seek legal advice.
 - Refer matters to the police.
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8. Procedures for Handling Unacceptable Behaviour

Where behaviour becomes inappropriate, staff should:

- Remain calm and professional.
- Seek assistance where required.
- End conversations that become abusive.
- Prioritise their own safety and that of pupils.
- Report incidents to a member of the Senior Leadership Team.

No member of staff should feel obliged to tolerate aggressive or abusive behaviour.

9. Communication Protocols

Telephone Calls

Where a caller becomes abusive or threatening, staff will:

- Explain that the behaviour is unacceptable.
- Warn that the call will be terminated if the behaviour continues.
- End the call where necessary.
- Record the incident and inform a member of the Senior Leadership Team.

Meetings

The school reserves the right to:

- Pause meetings.
- Rearrange meetings.
- Require senior staff to be present.
- End meetings immediately where conduct becomes unacceptable.

Written Communication

The school may:

- Decline to respond to abusive correspondence.
 - Restrict communication channels.
 - Require communication to be routed through a nominated staff member.
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10. Action the School May Take

Depending on the seriousness of the behaviour, the school may implement one or more of the following measures:

Stage 1 – Informal Warning

A discussion reminding the individual of expected standards.

Stage 2 – Written Warning

A formal warning letter outlining concerns and expectations.

Stage 3 – Restricted Communication

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The school may:

- Require communication to be in writing.
- Require communication through one designated contact.
- Restrict contact with certain members of staff.

Stage 4 – Ban from School Premises

Individuals may be prohibited from entering school premises.

Stage 5 – Police Involvement or Legal Action

The police may be contacted immediately where:

- Violence occurs.
- Threats of violence are made.
- Criminal damage occurs.
- Staff safety is at risk.
- Criminal offences are suspected.

The existing policy recognises police involvement following serious threats, assaults and violent incidents.

11. Banning a Parent, Carer or Visitor from School Premises

Great Leighs Primary School reserves the right to ban any individual from the school site whose behaviour is considered aggressive, abusive, threatening or violent.

A ban may be:

- Temporary.
- Fixed-term.
- Permanent in exceptional circumstances.

The Headteacher will normally consult with the Chair of Governors before imposing a ban, except where immediate action is required to maintain safety.

Any notification will include:

- The reasons for the decision.
- The start date.
- The duration of the ban.
- Review arrangements.
- Communication arrangements.
- Procedures for pupil collection or emergencies.

Any individual who breaches a ban may be regarded as a trespasser and police assistance may be requested. Current policy references powers available under the Education Act 1996 to remove trespassers from school premises.

12. Support for Staff

The school recognises the significant impact that abusive or threatening incidents can have on staff wellbeing.

Following an incident, the school will:

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- Record and investigate the incident.
 - Offer appropriate welfare support.
 - Provide opportunities for debriefing.
 - Support staff who wish to report matters to the police.
 - Review risk assessments and working practices where necessary.
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13. Reporting, Monitoring and Review

All incidents involving aggressive, abusive or threatening behaviour will be:

- Recorded.
- Investigated.
- Reviewed by senior leaders.
- Reported to Governors where appropriate.

Patterns of behaviour will be monitored and used to inform future preventative measures.

This policy will be reviewed every two years or sooner if required by legislative change, local authority guidance or operational need.

Headteacher's Statement

At Great Leighs Primary School, we are proud of the positive relationships we have with our parents and carers. We value constructive dialogue and will always seek to resolve concerns fairly and professionally.

However, concerns must be raised respectfully and through the correct channels. Public confrontation of staff, particularly in front of children, is unacceptable and undermines the positive partnership between home and school.

Our staff deserve the same courtesy, professionalism and respect that they show to children and families every day.

Together, we can ensure that Great Leighs Primary School remains a safe, respectful and welcoming environment where every child can:

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WORKING TOGETHER WITH RESPECT

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WE VALUE POSITIVE RELATIONSHIPS

We believe that children achieve their best when parents and school staff work together with trust, kindness and respect.



IF YOU HAVE A CONCERN

- ✓ Contact the school office 
- ✓ Arrange an appointment with the appropriate member of staff 
- ✓ Allow us time to investigate and respond 
- ✓ Speak respectfully, even when you disagree 

PLEASE DO NOT

- ✗ Confront staff in front of children 
- ✗ Raise complaints at the classroom door, playground or school gate 
- ✗ Approach staff whilst they are supervising pupils 
- ✗ Discuss confidential matters in public areas 



Children should never witness conflict between adults.

WE WILL NOT TOLERATE

AGGRESSIVE, ABUSIVE OR THREATENING BEHAVIOUR

This includes:

- ✗ Shouting 
- ✗ Swearing 
- ✗ Intimidation 
- ✗ Threatening language 
- ✗ Aggressive emails or messages 
- ✗ Abuse on social media 
- ✗ Recording meetings without permission 
- ✗ Physical aggression 

WHAT WILL HAPPEN?

Where behaviour is unacceptable, the school may:



End meetings or telephone calls



Restrict communication arrangements



Issue warning letters



Ask individuals to leave the site



Ban individuals from school premises



Contact the Police where appropriate

OUR COMMITMENT

We will always:



Listen to concerns



Treat families fairly



Work professionally



Seek positive solutions



OUR STAFF DESERVE RESPECT

Our staff are committed to supporting children and families every day. We ask that all parents, carers and visitors show the same courtesy, professionalism and respect that they would expect for themselves and their children.



Thank you for helping us keep Great Leighs Primary School a safe, respectful and welcoming place for everyone.



2026 legal and procedural safeguards

This policy does not restrict a parent's right to raise a concern, make a complaint, request reasonable adjustments or participate in their child's education. The school will apply the Equality Act 2010, Human Rights Act 1998, UK GDPR and its complaints procedure, and will consider disability, communication need, trauma and other relevant circumstances.

A restriction on contact or access will be necessary, proportionate, time-limited and based on recorded evidence. Except where immediate action is required to protect safety, the parent will receive written reasons, the proposed duration, permitted communication arrangements and an opportunity to make representations. Emergency restrictions will be reviewed promptly. A person barred from premises may still attend by prior agreement or communicate through an agreed channel where safe.

Only the police, local authority or another lawful body will be asked to act where the legal threshold is met. Personal data and incident records will be shared only where lawful and necessary. Safeguarding disclosures will be referred to the DSL even when made during unacceptable behaviour.

Decisions and reviews will be made by an authorised senior leader who is not personally conflicted.

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Children will not be disadvantaged because a parent has complained or been restricted.

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